

# COMAP REPORT

*The Governor's Commission on Management and Productivity*

*September 11, 1995*

**G**overnor Carnahan's Press Release on September 6, 1995:

## **Financial World Says Missouri Is Third-Best Managed State in the U.S.**

Missouri is the third-best managed state in the U.S., according to Financial World, the nation's oldest business magazine. The "State of the States" evaluation analyzes the 50 states according to how skillfully and efficiently they are managed.

"We are extremely pleased to be recognized by Financial World for our sound fiscal management and efficiency in government," Gov. Mel Carnahan said Wednesday. "We strive to manage the state effectively through careful planning, and we are continuing those efforts through the **COMMISSION ON MANAGEMENT AND PRODUCTIVITY** recommendations, the Detail Base Budget Review and ongoing budget cuts."

In its report, Financial World noted that Missouri maintains a triple-A bond rating from all three rating agencies.

Missouri has "excellent long-range planning and conservative accounting," the report said. "The Show-Me State has embraced results-oriented government. All agencies have embarked on a serious strategic-planning effort that integrates their goals with the budget, forces them to use measurements that chronicle what's accomplished and focuses on customer needs," the report indicated.

**"We strive to manage the state effectively through careful planning, and we are continuing those efforts through the COMMISSION ON MANAGEMENT AND PRODUCTIVITY recommendations, the Detail Base Budget Review and ongoing budget cuts." says Governor Mel Carnahan.**

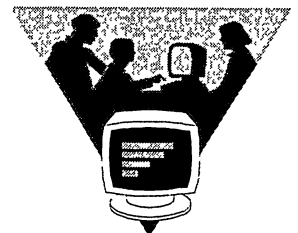
## **Automation**

### ***Chief Information Officer***

The Chief Information Officer (CIO) began work on July 1. The Information Technology Advisory Committee is established and working on a statewide information technology strategic plan. The Information Technology Planning Committee members will have their first meeting on September 20.

### ***Data Center Consolidation***

An independent consultant has collected technical data and developed a proposal for consolidating five data centers to two, with projected savings of \$2.5 million annually. Maximum savings can be achieved with a single data center, but physical facilities are not available at this



time. A cost allocation plan for charging back services of the consolidated centers is being developed.

### ***Data Network Consolidation***

Several proposals from vendors have been made on data network consolidation. The IT Advisory Committee is setting network standards for future purchases and working on a network for the capitol complex buildings.

## **Efficient Operations**

### ***Merit System Review***

The Merit System Review Team has gathered input from stakeholders and reached consensus on recommendations to pursue. Detail proposals will be drafted by mid-September. The statute rule and procedural changes will be presented to the Governor by November 1.

### ***Consolidations***

Detail data collection regarding the consolidation of print shops, postal facilities, and warehouses has been done by the consolidation subgroup. Decisions regarding facilities to consolidate are being made.

### ***Procurement***

Procurement procedures have been modified and agency training has been scheduled in order to implement the revised purchasing statute. Modifications to the automated procurement system will be made in conjunction with other COMAP system changes. The electronic bulletin board for the posting of procurement information has been created and data is being loaded. Access to data is through the Internet.

### ***Job Application Database***

A budget request to provide a central database for employment applications with access by all state departments was passed in the last session. This process will be integrated into the new "Management and Information Resource System" that is being designed. This new system will automate the functions of application, merit registers, testing, and certification.

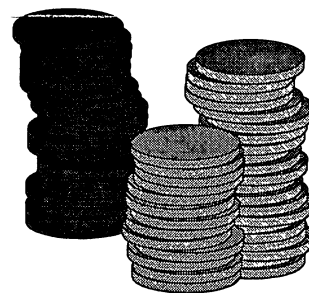
## **Fiscal Policy**

### ***Statewide Safety Program***

Each department in the executive branch has designated a safety coordinator. A bid is being evaluated for a consultant to develop a written safety and loss control program for the state, including an implementation plan.

### ***Debt Policy***

Names for a Financing Policy Committee have been submitted to the Governor's Office for their consideration. This committee will develop guidelines for state use of debt and financing.



## **Management Improvement and Customer Service**

### ***Service Improvement Process***

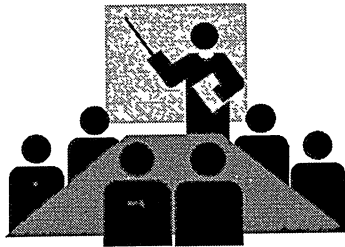
The Director of the Office of Excellence in Customer Service, Lois Heldenbrand, began work on July 1. The Director has developed a customer focus process and has met with all state departments to determine what assistance they need in developing a customer service focus.

### ***Performance Management***

Members of the Management Improvement, Workforce, and Efficient Operations teams have developed a performance management process that focuses on employee development and improved communications between supervisor and employee.

### ***New Employee Orientation***

The State Training Advisory Council has developed and is in the process of implementing a comprehensive new employee



orientation program that includes segments on the COMAP issues of strategic planning, customer focus, total compensation, diversity, and employee safety.

## **Organizational Planning**

### ***Strategic Planning Process***

Governor Carnahan showcased the Missouri strategic planning process at the National Governor's Association meeting in Burlington, Vermont, on July 31. Information presented was formulated by the Interagency Planning Council. The Interagency Planning members are providing leadership in implementing the integrated strategic planning process in the executive branch and coordinating with the legislature to ensure the strategic plan is the basis for appropriation requests by state agencies. A statewide vision was developed as the basis for the planning process. State agencies have begun the process of developing their strategic plans.

### ***Performance-based Budgeting Process***

A new budget document that places emphasis on performance standards and measures was developed and used to submit new decision items for the fiscal year 1997 budget. The new automated budget

system is being developed to accommodate performance standards. All agency expenditures for fiscal year 1998 will be tied to the strategic plan, which will accompany the agency budget documents.

## **Workforce**

### ***Total Compensation Policy***

The Total Compensation Task Force will be appointed by Governor Carnahan in September. The midpoint based salary recommendation will be presented to the Task Force.

### ***Flexible Benefits***

Legislation will be presented to the General Assembly outlining a flexible benefits program for all state departments. The program is currently being developed.

### ***Diversity***

Affirmative action plans have been filed by all executive branch departments with the state Equal Employment Opportunity (EEO) Office. Job openings are being sent to the EEO office, and a list of recruiting resources has been updated to assist agencies in their recruitment efforts. The State Training Advisory Council is developing curriculum for diversity classes which include a management training session and a general session for all employees.



### ***Midpoint-based Salary System***

A salary system recommendation was presented to the COMAP Oversight Team and Personnel Advisory Board in July. The salary recommendation was included in the budget instructions to the agencies from the budget office in July.

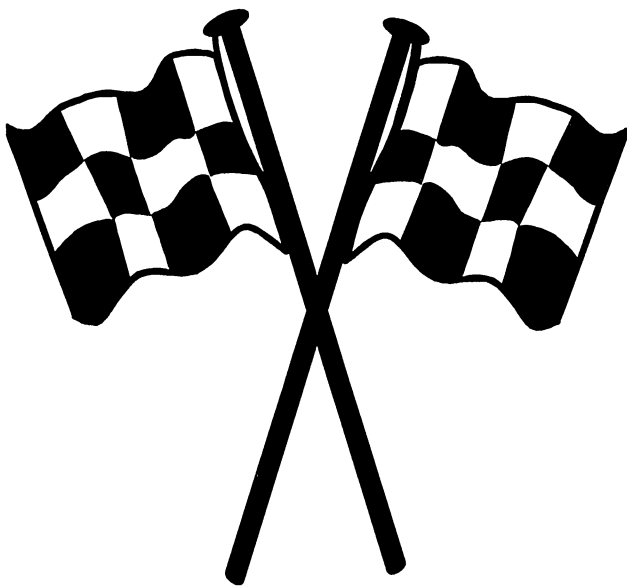
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TO:



**Do you travel the Superhighway?**

COMAP Newsletters and Oversight Committee

Meeting minutes can be found on gopher site:

[services.state.mo.us](http://services.state.mo.us)

The COMAP REPORT is a publication to keep state government employees informed. For more information contact Project Director, Carolyn Kampeter, or send any suggestions or questions to: COMAP, 350 Truman Building, P.O. Box 809, Jefferson City, MO 65102, Phone: 314-751-8639 Fax: 314-751-7181